

MARK JAY LISAY

ACCOUNTS RECEIVABLE & RECONCILIATION OPERATIONS | EXCEL/VBA AUTOMATION | QUICKBOOKS

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PROFESSIONAL SUMMARY

Accounts Receivable and operations professional with four years of experience at Accenture, currently supporting high-volume premium reconciliation within the AR department. Manage approximately 130 business accounts per month, resolve 30-100 payment discrepancies, and maintain a 97% average annual quality-audit score and 98% SLA performance. Experienced in cash-receipt matching, invoice reconciliation, payment investigation, Excel/VBA automation, QuickBooks Online, AP/AR, invoicing, bank reconciliation, and financial reporting. Built an Excel VBA automation that reduced a complex reconciliation case by more than five hours. Also bring hands-on experience designing AI-assisted workflows, testing gates, and process improvements that turn repetitive work into structured, documented, and reliable operations.

CORE COMPETENCIES

AI & Automation	AI-assisted development, AI agent coordination, prompt engineering, workflow automation, n8n, webhooks, API concepts, AI output review
Product & Delivery	Requirements definition, user flows, acceptance criteria, release checkpoints, documentation, Git/GitHub, defect tracking, human-in-the-loop controls
QA & Technical	Functional testing, regression testing, test planning, TypeScript/Python fundamentals, FastAPI, Next.js concepts, JSON, REST APIs, GitHub Actions
Operations & Data	Accounts receivable, cash-receipt matching, invoice reconciliation, Excel, VBA, Power Query, PivotTables, XLOOKUP/VLOOKUP, QuickBooks Online, process improvement

SELECTED AI, AUTOMATION & PRODUCT PROJECTS

GOLD OPS OS — Founder / AI-Assisted Product & Workflow Builder

2026–Present

Governed XAUUSD trading-operations platform | Private Alpha

- Direct product requirements, workflow boundaries, acceptance criteria, AI-agent missions, review gates, documentation, and human authorization for a governed trading-operations system; the platform is explicitly not an autonomous trading bot.
- Coordinated frontend, authentication, security, Supabase/PostgreSQL, Vercel, and broker-secret custody work while keeping real broker OAuth, credentials, and trading execution behind explicit safety gates.
- Latest documented certification for the OAuth preparation/lifecycle foundation reported 836/836 Vitest tests passing across 62 files, 782 database tests passing, TypeScript/build passing, and successful post-merge Vercel deployment.

ASPIRVA / CAREER SCOUT — Product Owner / AI-Assisted Builder

2026–Present

Windows Career Operating System; Microsoft Store lineage

- Evolved Career Scout toward Aspirva, a persistent AI-assisted Career Operating System with job discovery, candidate intelligence, structured job intelligence, resume/application workflows, interview support, and human-controlled career decisions.
- Directed recovery and modernization of the existing Store application while preserving compatibility-sensitive package identity, storage, licensing, and update behavior; coordinated brand migration, system theme support, evidence-grounding repairs, and release-readiness checks.
- Current audited Windows lineage reports 310 automated tests passing; runtime launch is proven, with desktop layout/accessibility repair and final MSIX/Store certification remaining release-stage work.

PUDDLELOOM GROWTH OS — Product Owner / AI Workflow Designer

2026–Present

Governed YouTube channel intelligence & operator platform

- Designed an evidence-driven operating loop for YouTube growth: observe, diagnose, hypothesize, experiment, decide, execute, measure, and learn, with monetization, authenticity, privacy, audit, and owner-control boundaries.
- Coordinated Google OAuth, YouTube Data/Analytics APIs, durable Turso state, Azure Container Apps deployment, and a zero-paid-fallback AI gateway using Gemini and OpenRouter free routes.
- Merged R3 checkpoint includes the AI failover architecture and reported 257/257 tests passing; production activation of the new AI route remains intentionally gated behind controlled secret provisioning and live acceptance.

PUDDLELOOM STUDIO — Workflow / Automation Builder

2026–Present

Portable local media-production workflow

- Built and tested a local FFmpeg/TypeScript workflow direction for automating repetitive media production steps, including media rendering, workflow orchestration, provider boundaries, diagnostics, and portable local execution.
- Designed the project around a zero-cost-first approach and separation between creator strategy (Growth OS) and production execution (Studio), with local files and generated outputs kept outside source control.

PROFESSIONAL EXPERIENCE

ACCENTURE — San Nicolas, Ilocos Norte, Philippines

Aug 2022–Present

Health Operations New Associate | Accounts Receivable (AR) Department

Transaction Premium Reconciliation Analyst | Internal Role | Dec 2022–Present

- Manage approximately 130 business accounts each month in Accounts Receivable, matching cash receipts to premium invoices and balancing business- and member-level records based on payment behavior and complexity.
- Resolve approximately 30–100 discrepancies per month while maintaining a 97% average annual quality-audit score and 98% SLA performance.
- Investigate portfolios ranging from approximately 50 to more than 3,000 members, tracing differences among customer payments, billed premiums, and member-level balances.
- Analyze payment data and exceptions using PivotTables, XLOOKUP, VLOOKUP, Power Query, VBA, and Excel formulas; maintain daily and weekly status reporting.
- Built an Excel VBA macro that automatically matched qualifying member payments, reducing processing time for a super-complex reconciliation case by more than five hours.
- Earned Top 1 Agent and Top Performer recognition for two months in 2023 after achieving 100% performance and quality-audit results.

Appeals Analyst | Internal Role | Oct 2022–Dec 2022

- Processed more than 50 healthcare appeals per eight-hour shift, identified missing or inaccurate information, corrected record discrepancies, and maintained complete case documentation.

Transaction Processor | Internal Role | Aug 2022–Oct 2022

- Processed health-plan enrollment transactions, verified information for completeness and accuracy, and updated member records according to established healthcare procedures.

FREELANCE EXPERIENCE

QUICKBOOKS ONLINE BOOKKEEPER

2024–2025

Project-Based Assignments | Philippines

- Supported three small Philippine enterprises during periods of increased workload for their regular bookkeepers.
- Recorded and categorized transactions; handled accounts payable, accounts receivable, invoicing, bank reconciliation, expense categorization, and chart-of-accounts maintenance.
- Prepared Profit and Loss Statements, Balance Sheets, Cash Flow Statements, Statements of Account, and Income Statements with cost of goods sold; reviewed sales and inventory information using Peadlr POS data.

TOOLS & TECHNOLOGIES

AI & Agent Tools: ChatGPT, Claude Code, Codex, OpenCode, Gemini, OpenRouter

Development & Cloud: Git, GitHub, GitHub Actions, VS Code, Azure, Vercel, Cloudflare, Supabase/PostgreSQL, Turso, Firebase Test Lab, Docker fundamentals

Languages & Frameworks: Python fundamentals, TypeScript/JavaScript fundamentals, FastAPI, Next.js concepts, Node.js, JSON, REST APIs, HTML/CSS

Automation & Media: Excel VBA, Power Query, n8n, webhooks, FFmpeg, workflow orchestration

EDUCATION & CERTIFICATION

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION — Marketing Management

Jul 2022

Mariano Marcos State University | City of Batac, Ilocos Norte | Cum Laude

GOHIGHLEVEL BASIC TRAINING — Certificate of Completion

Jul 2026

Training Director: Martin Dellwing

PORTFOLIO NOTE

GitHub contains both private and public repositories. Project descriptions above distinguish verified implemented state from planned or gated capabilities. My role is best described as AI-assisted product/workflow building: defining the problem and desired behavior, directing AI agents, reviewing outputs, testing, documenting evidence, and iterating until acceptance criteria are met.